

## **CITY OF ATLANTA, GEORGIA CLASSIFICATION SPECIFICATION**

**Job Title: Police Communications Manager**

**Date: 1995**

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### **Purpose of Job**

The purpose of this job is to provide direction, planning and management for the Police Communications Section. Duties include, but are not limited to, ensuring proper communications products and services are provided for the Department, directing operation of communications center, preparing annual budget, approving payroll, directing upkeep and maintenance of radio systems and equipment, planning and providing dispatch services, serving as point of contact with other Police Departments and government agencies on technical issues, and performing other related duties as required.

### **Essential Duties and Responsibilities**

**The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

#### **Work Delegation:**

- Supervises and evaluates assigned staff, handling all employee concerns, directing work assignments, counseling and disciplining employees when necessary, and completing employee performance appraisals.
- Directs and manages operations of the Communications Center.
- Manages and oversees employee training and certifications programs; monitors and analyzes the center's operating procedures, designs and implements changes as needed.

#### **Planning and Organizing:**

- Plans and provides dispatch services and radio telephone capability for Department.

#### **Communication:**

- Serves as contact to other Police Departments, City Departments, and government agencies concerning communication and technical issues.

**City of Atlanta Classification Specification - Police Communications Manager**

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**Employee Development:**

- Reviews performance appraisal with staff and sets goals to enhance knowledge of systems or departmental duties.

**Administrative Duties:**

- Directs and requests upkeep, preventive and normal maintenance, and modification to Department's radio and telephone systems and equipment.
- Approves all payroll and leave requests for section.

**Fiscal Responsibilities:**

- Prepares annual budget for Communications Section.

**Quality Assurance:**

- Ensures communications equipment is functioning at peak capability to enable department to provide quality emergency services to the community.

**Problem Identification and Solution:**

- Investigates personnel disputes and issues occurring with Section and takes appropriate steps to resolve conflict.

**Record Keeping and Documentation:**

- Researches incidents and prepares report of findings as requested by Deputy Chief or Police Chief upon request.
- Prepares correspondence in response to incoming inquiries to Deputy Chief and Police Chief.

**Interpersonal Relations:**

- Schedules and attend staff meetings to ensure scheduled work is on target.

**Marginal Job Functions**

- Performs other related duties as required.

**Knowledge of Job**

**City of Atlanta Classification Specification - Police Communications Manager**

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Considerable knowledge of the principle, practices and procedures of the City and the operations and functions of the Police Department; considerable knowledge of management and technical practices, policies and procedures as necessary in the completion of daily responsibilities; knowledge of the equipment used in the communications center to include its design, performance, maintenance and operation; knowledge of federal, state laws and local ordinances relevant to the operations of the center; skill in coordinating, managing and directing employees; skill in oral and written communications; skill in the use of telecommunications equipment; ability to develop and administer policies, procedures, plans and activities and to monitor performance of subordinates against measured established goals; ability to take effective action in emergency situations; ability to develop and implement long-term goals for the department in order to promote effectiveness and efficiency; ability to keep abreast of any changes in policy, methods, operations, budgetary and equipment needs, etc. as they pertain to departmental operations and activities. Ability to effectively communicate and interact with subordinates, management, employees, members of the general public and other groups involved in the activities of the City as they relate to the department.

**Minimum Training and Experience Required to Perform Essential Job Functions**

Bachelor's degree in Business/Public Administration or related field; five years of emergency communication and dispatch management experience required; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED  
TO PERFORM ESSENTIAL JOB FUNCTIONS**

**PHYSICAL REQUIREMENTS:** Must be physically able to operate a variety of job related machines and/or Office Equipment. Must be able to move or carry job related objects or materials. Physical demand requirements are at levels of those for sedentary or office environment work.

**DATA CONCEPTION:** Requires the ability to compare and/or judge the readily observable functional, technical, structural, compositional or identifiable characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**INTERPERSONAL COMMUNICATION:** Requires the ability to communicate with people to convey or exchange professional information.

**LANGUAGE ABILITY:** Requires the ability to read a variety of professional, technical and administrative documentation, directions, instructions, methods and procedures. May require the ability to produce reports with proper format, punctuation, spelling and

**City of Atlanta Classification Specification - Police Communications Manager**

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grammar, using all parts of speech. Requires the ability to communicate with and before others using correct English.

**INTELLIGENCE:** Requires the ability to learn and understand subject matter principles and techniques; to make independent judgments in absence of supervision within the scope of respective job duties and tasks; to acquire and be able to expound on knowledge of topics related to primary occupation.

**NUMERICAL APTITUDE:** May require the ability to utilize mathematical formulas; add and subtract; multiply and divide totals; determine percentages; determine time and weight; and interpret same as may be appropriate.

**FORM/SPATIAL APTITUDE:** Requires the ability to inspect items for proper length, width, and shape.

**MOTOR COORDINATION:** Requires the ability to utilize job related equipment in the course of accomplishing job duties and tasks associated with respective primary duties.

**COLOR DISCRIMINATION:** May require the ability to differentiate colors and shades of color.

**INTERPERSONAL TEMPERAMENT:** Requires the ability to interact with people (i.e. staff, supervisors, general public and elected officials) beyond giving the receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.